NetVanta UC Server

Unified Communications Server

NetVanta® Unified Communications (UC) Server is a software-only package designed for Microsoft Windows® platforms that provides full unified communication (UC) capabilities with existing PBXs. It is perfect for organizations that already have one or more PBXs, but want the added benefits of unified communications. The NetVanta UC Server is capable of supporting UC on one or more different types of PBXs from most manufacturers (Avaya®, Nortel®, Cisco®, Mitel®, NEC®, Siemens® etc.) to provide a centralized UC solution. This feature-rich platform offers advanced UC services like unified messaging, voice mail, integrated messaging, fax server, graphical drag and drop service creation, inbound and outbound IVR services, personal assistants, one number services, call redirection services, notifications, auto-attendants, mobile support and scales from 75 up to 2,000 users on a single server.

PBX Integration
If you have an existing investment in legacy business communications systems (PBXs and/or key systems), NetVanta UC Server lets you leverage your existing investment and transition to IP Telephony at your own pace. With its ability to support multiple heterogeneous PBXs at the same time, NetVanta UC Server can provide all its UC features both natively or on your legacy PBXs.

Unified Messaging (UM)
UM is the ability to quickly and effectively retrieve and manage voicemail, faxes, and email messages, all from the familiar interface of your email client or from any telephone. NetVanta UC Server integrates with Microsoft Outlook®/Exchange Server™, Lotus Notes®/Domino®, Google® Gmail, and a host of other email clients with Internet Message Access Protocol—IMAP4.

FAX Server
NetVanta UC Server includes a full fax server. The built-in fax server provides advanced features such as DID fax, and individual “fax on demand” using the multimedia personal call control capabilities. In addition, NetVanta UC Server uses standard TIFF or PDF formats so that you can view faxes on any PC.

Text-to-Speech Engine
NetVanta UC Server includes a speech engine to provide text-to-speech conversion. This enables you to listen to e-mail messages from any telephone and send text from your auto-attendants, Interactive Voice Response (IVR) applications, or Personal Assistants.

Auto-Attendant and Personal Call Control
NetVanta UC Server provides the ability to create multiple auto-attendants using its award-winning drag-and-drop, database-enabled, graphical service creation environment. These assistants integrate with Microsoft Outlook contacts and internal/external databases, allowing employees to easily configure their own assistants to establish multifaceted business rules for call screening, call routing, find-me/follow-me, and call notifications, all depending on the defined rules like the caller ID, time-of-day/day-of-week, and many others. These assistants provide unprecedented accessibility for employees to their customers, co-workers and partners. Alternatively, NetVanta UC Server also allows administrators to create and exclusively assign assistants for each system user.

Administration
NetVanta UC Server can be installed in one of two modes—standalone or within a customer’s Active Directory. When integrated with Active Directory, the Microsoft Active Directory Users and Microsoft Management Console (MMC) Snap-ins can be used to administer and manage users. NetVanta UC Server allows your IT staff to manage your business communications services using the same user accounts and security policies used in your Windows environment, without any programming or special integration. Adds, moves, and changes become easy, and security policies become universal throughout the company. In addition, with single user login, your users will never have to log into your business communications system separately.

Product Features

- Software-based Unified Communications for existing PBXs
- Legacy PBX Integration
- Microsoft Windows Certified
- Microsoft Outlook integration
- Full Unified Messaging: Voice, Fax, E-mail
- PBX dependant Click-to-Dial
- Scalable architecture for future growth
- Active Directory Administration
- Fax server for convenient desktop faxing
- PBX dependent Conference server
- Database Integration to streamline business processes
- Inbound/outbound IVR
- ODBC-Enabled IVR and CEBP
- Easy to create personal assistants with drag-n-drop service creation
- Personal, rule-based call control/redirection
- Text-to-Speech
- Find-me/Follow-me
**Message Stores for Voice, Fax and E-mail**
- IBM Lotus Notes®/Domino: Integration with Lotus Notes v6.51 and higher
- Novell® GroupWise®
- Industry standard IMAP4 software
- Google Gmail®
- Local storage on NetVanta UC Server

**Contact Integration with Calling Line ID Support**
- Contact match recorded in message
- Outlook Express®

**Message Retrieval**
- Telephone User Interface (TUI)
- Visual message management
  - Microsoft Outlook plug-in
  - Lotus Notes plug-in
  - Objectworld UC Client
- Other clients (provides message waiting light synchronization with Exchange integration)
  - Outlook Web Access (OWA)
  - RIM BlackBerry Enterprise Server (BES)
  - Windows Mobile® based Smartphones
  - Other Smartphone Devices—ActiveSync

**Message Management Features**
- Manage messages from any telephone
- Listen to voice, fax and email messages (text-to-speech)
- Replay, delete, save, skip, pause or rewind messages
- Forward voice, fax and email messages to another mailbox, contact email address or fax number
- Reply to voice and email message with a voice attachment
- Call back sender of voice or email message
- Calling line ID or contact match recorded in subject of message
- Message archiving for quality and audit purposes
- **System and personal distribution lists**: Manage lists from UC Client or over the telephone
- **Contact searching**: Listen to address, email and telephone information from a telephone

**FAX Server**
- T.38 soft IP fax or supported Intel Dialogic cards
- Receive fax
- Send fax from desktop
- Send fax from any Microsoft Windows application (supporting printing), database, or Objectworld UC Client
- Fax on demand from prepared faxes or from database
- Choose fax recipients from personal contacts (Outlook, Windows Address Book)
- Incoming DID fax directly to mailbox or database
- Uses standard TIFF/PDF image format when reviewing faxes or forwarding to external email address

**Conference Server Features (PBX Dependant)**
- Mute self
- Mute others
- Disable entry and exit notifications
- Close conference to other callers
- End the conference
- Audible report of the number of participants

**Speech Engine**
- Read email messages over the telephone
- Personal contact information using text-to-speech
- Database IVR responses using the results of database queries

**Click-to-Dial (PBX Dependant)**
- Microsoft Outlook integration
- Make calls directly from Microsoft Outlook

**Auto Attendant and Personal Call Control Features**
- 42 Drag and drop service elements
- 16 basic elements
- 19 advanced elements
- 7 database elements
- 27 elements include embedded database integration
- 23 built-in variables for date, time, parsed calling and called party numbers, names, matched contact name, unique identifier generation, etc.
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Personal Calling Party ID Routing
- Calling line ID
- Contact Integration
- Database access
- Find Me–Follow Me
- Blind transfer
- Assisted transfer (accept or deny)

Message Notification
- Message waiting lights
- Active message delivery
- Send email
- SMS support (email to SMS)
- Pager notification

Auto-Attendant Features
- Dial by name or extension
- Time-of-day / day-of-week schedules
- Drag and drop visual service editor
- Local user time zone support

Codes
- G.711
- T.38* fax

Standards
- RFC 3261 SIP: Session Initiation Protocol and companion RFCs
- RFC 2383 RTP Payload for DTMF digits, telephony tones and telephony signals

NetVanta UC Client Administration
- User administration
- User profiles and messaging
- Extensions and identities
- Telephones and gateways
- Authorizations
- Dialing plan and toll restrictions
- Features and system parameters
- Automated attendants and IVR
- Announcements
- Services
- Paging Groups
- ODBC and personal table data source management
- Faxes, fax cover pages and fax queue
- Logging

Active Directory Administration
- Users and Computers MMC snap-in
- Users profiles and messaging
- Extensions and identities
- Telephones
- Authorizations
- Service discovery
- Global policies
- User information
- Single sign-on
- Authorization and permissions
- Delegation of control
- Authorization Manager (AzMan) role-based authorization
- Auto-populate primary identity address in Active Directory

ODBC-Enabled Business and Personal IVR
- Database formats
  - ODBC-compliant databases
  - UC Server built-in personal tables
- Database Capabilities
  - Retrieve, update, add, delete rows
  - Retrieved results navigation (move to first, last, next and previous rows)
  - Dial for data—similar to dial by name
  - Multimedia—voice, fax and text-to-speech support
  - Data types—Audio, Date, Day of week, Day of year, Fax, Logical, Number, Phone Number, Text, Time of Day, Time Range

PBX Integration
- Call coverage to personal greeting
- Busy
- Ring-no-answer
- Unconditional
- Automated attendant
- Personal greeting of original-called party on double-call forward using call coverage
- Direct call
- Message waiting
- Caller ID
- Direct to voicemail
- Active message delivery
- Pager notification
- Centralized UC Server
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Supported PBXs
- ADTRAN NetVanta 7060
- ADTRAN NetVanta 7100
- Alcatel Omni PCX 4400
- Avaya Communications Manager
- Avaya Definity G3
- Avaya IP Office R2 and higher
- Avaya Legend
- Avaya Merlin Magix R2.1 and higher
- Avaya Partner
- Cisco Unified Communications Manager (CallManager/Unified CallManager) 4.2 and higher
- Ericsson BusinessPhone
- Ericsson MD110
- Intecom PointSpan M6880
- Lucent 5ESS
- Mitel 3300
- Mitel SX-2000
- Mitel SX-200 ICP
- Mitel SX-2000 Family (LW16 F41.0.2 and higher)
- NEC NEAX2400
- Nortel CICS/MICS R4.1 and higher
- Nortel CS-1000
- Nortel DMS 10
- Nortel DMS 100
- Nortel Meridian 1
- Phillips Sopho
- Rolm (Siemens) 8000
- Rolm (Siemens) 9000
- Rolm (Siemens) 9751
- Siemens HiCom 150E
- Siemens HiCom 300
- Siemens HiPath 4000
- Toshiba CTX
- Generic analog (Inband DTMF)

Server Configuration
- Hardware (minimum)
  - CPU: Intel Pentium Dual-Core (E2140)
  - RAM: 2GB
  - 4GB (Windows Small Business Server 2003)
  - 6GB (Windows Small Business Server 2008)
  - Hard drive: 80GB (usable space) - 7200 RPM
- Windows Operating Systems Supported:
  - Windows Small Business Server 2008,
  - Windows Essential Business Server 2008,
  - Windows Server 2008,
  - Windows Server 2003,
  - Windows Small Business Server 2003,
  - Windows XP Professional
- Network Card: 100 Mbps
- Peripherals: mouse, keyboard, monitor (opt.), CD ROM

Ordering Information

Equipment | Part #
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